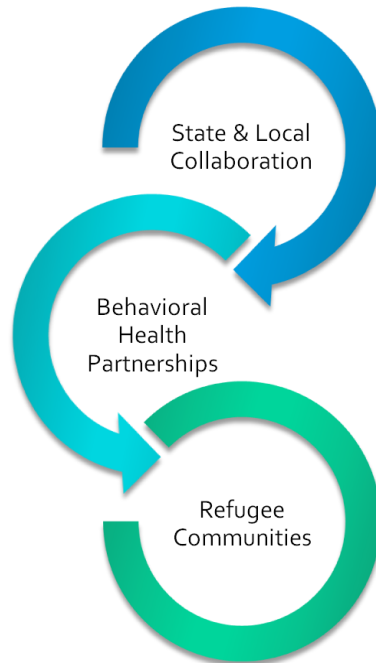


2nd Statewide Refugee Mental Health Summit

Eliminating Barriers to Wellness



**Hilton Short Pump Hotel and Spa
12042 West Broad St,
Richmond, Virginia 23233
July 28, 2015**

The Refugee Healing Partnership is a collaborative effort of the Virginia Department of Behavioral Health and Developmental Services, the Virginia Department of Health, multiple community agencies, and refugee communities across the Commonwealth.

The annual Statewide Refugee Mental Health Summit provides an opportunity for agency executives, behavioral health providers, direct mental health service workers, and refugee leaders to network, share practices that work, and inform plans to eliminate barriers to care through integrated and collaborative efforts. This year's gathering hopes to:

- Gather information on local and regional best practices, successful collaborative efforts, and promising practices that can help address barriers in mental health care
- Gather policy and program recommendations to expand the number of providers prepared to serve refugees in the public and private sector
- Create a venue for networking and collaboration across the Commonwealth related to refugee mental wellness and capacity building measures

This summit is also recognition of hard work and dedication of the different local refugee mental health council members and/or refugee mental health referral systems support partners who keep the wheel of change moving. The qualitative and quantitative effects of this initiative, established only in the past 2 years, has gained traction with many activities and best practices shared statewide.

The local councils have developed their own vision, mission, and goals that guide them in their strategic planning for sustainability.

The **Roanoke Refugee Mental Health Council** has initiated the development of a refugee mental health flow chart to guide direct service professionals, support partners, and agency executives where to refer clients at different stages of mental health issues. Additionally, the council partnered with Mental Health America of Roanoke Valley to offer "Lunch and Learn" cultural competency session for mental health providers, agency executives, and direct service professionals.

The **Fredericksburg Refugee Mental Health Council** has conceptualized for the development of Community Mental Health Awareness Session Lesson Plan and Guide as a community-based session prior to conducting mental health prevention trainings.

The **Greater Richmond Refugee Mental Health Council** (for the City of Richmond and Henrico County) has started a culture and language awareness session for council members.

The work has just begun. There is more to do.

AGENDA

- 8:00 AM Breakfast and Checking-in
- 8:30 AM Networking and Booth Visit
- 9:00 AM **Welcome Address**
Cecily Rodriguez, MPA, Director, DBHDS
Office of Cultural and Linguistic Competence
- 9:15 AM **Keynote Address**
Amy R. Greensfelder, Refugee Mental Health Program Coordinator,
Office of Immigrant Health, Maryland Dept. of Health & Mental
Hygiene
- 10:15 AM **Plenary Session**
Cameron Macauley, Trauma Rehabilitation Specialist, James
Madison University, Center for Int'l Stabilization and Recovery
- 11:15AM Break
- 11:30 AM **Focus Group Breakout**
*Participants are to identify which group best describes their role in
their community.*
- **Agency Executives – Henrico B**
Cecily Rodriguez, MPA
 - **Direct Support Professionals – Session Hall**
Nhat Nguyen, MSW
 - **Mental Health Providers – Henrico A**
Eva P. Stitt, Ph.D.
 - **Refugee Community Leaders – Conrad**
Carol Obrochta
- 12:30 PM Lunch
- 1:30 PM **Views from Inside the Community**
- **Bhutan** Om P. Adhikari
 - **Sudan** Abubaker Abdelrahman, MBA
 - **Afghanistan** Ibrahim Maroof, MPH
 - **Afghanistan** Bahar Kazimi

2:30 PM **Break Out Sessions**

Participants can choose from one of the four information sessions. Rooms will be announced.

- **Mental Health ESL**
Heidi Gordon and Eva P. Stitt
- **Medical Interpreting**
Rosemary Rodriguez
- **Mental Health Prevention**
Chandra Chhetri and Laxman Chamlagai
- **Welcoming Community**
Amar Bhattarai

3:30 PM Networking, Consults, and Booth Visits

4:00 PM Adjournment

THE FOCUS GROUPS

Focus groups are formed to generate feedback from the perspective of agency executives, behavioral health providers, direct service professionals, and refugee community leaders about issues and opportunities for behavioral health and wellness among resettled refugees in the commonwealth; gather policy and program recommendations related to expanding the number of behavioral health providers prepared to serve refugees in the public and private sector; create a venue for networking and collaboration across regions around refugee integration and adjustment in Virginia; generate information on local and regional best practices, successful collaborative efforts, and promising practices in public and private sectors that can help address barriers in mental health care in the refugee population.

BREAKOUT SESSIONS

Mental Health English as a Second Language

The goal of this session is to provide support to clients with limited English proficiency so they can directly communicate at the basic level. By the end of this session, the participants will have:

- Shared their own experience in working with limited English proficient clients
- Learned the value of Mental Health ESL Curriculum as a tool that can bridge communication barriers in health and mental health settings, as well as the available resources in state and local levels
- Developed a work plan to share and discuss with stakeholders on how to

effectively integrate mental health ESL in the existing classes or implement a new session with target groups.

Medical Interpreting in Refugee Mental Health Setting

The goal of this session is to provide information on how interpreting impacts effectiveness in mental health settings. By the end of this session, the participants will have:

- Shared their own experience related to issues in medical interpreting
- Understood the ways medical interpreting support effective mental health care delivery
- Discussed the implications of using untrained medical interpreters in mental health care settings

Mental Health Prevention in the Refugee Population

The goal of this session is to create awareness about the need of mental health in the refugee population. By the end of this session, the participants will have:

- Shared their own experience related to issues in mental health in the community
- Developed linkages and networking among the refugee support professionals in the Commonwealth.
- Identified federal, state, and local mental health prevention resources
- Developed an action plan for community-based mental health prevention.

Welcoming Community

The goal of this session is to provide information on the benefits of being a certified Welcoming Community, a distinction of national pride. By the end of this session, the participants will have:

- Discussed the advantages of being a certified Welcoming Community with focus on refugee mental health
- Identified people and resources in their communities that can support their goal of getting certified as a Welcoming Community
- Developed a work plan to share and discuss with stakeholders in their community.

EMERGING PRACTICES IN REFUGEE MENTAL HEALTH



Amy R. Greensfelder, Refugee Mental Health Program Coordinator, Office of Immigrant Health, Infectious Disease Epidemiology and Outbreak Response Bureau, Prevention and Health Promotion Administration, Maryland Dept. of Health & Mental Hygiene.

Amy Greensfelder is the Refugee Mental Health Program Coordinator at the Maryland Department of Health and Mental Hygiene, Prevention and Health Promotion Administration, Office of Immigrant Health. She has served in this role for three years, and coordinates mental health screening for newly arrived refugees, adjustment support groups, and training and education opportunities. Ms. Greensfelder came to Maryland from North Carolina where she was a Board of Immigration Appeals Accredited Representative at a refugee resettlement agency.

Additionally Ms. Greensfelder worked in overseas refugee processing as a Case Worker with the Resettlement Support Center based in Nairobi, Kenya. Ms. Greensfelder is currently pursuing her Masters in Social Work at the University of Maryland, Baltimore.

TRAUMA CARE AND PEER SUPPORT IN REFUGEE MENTAL HEALTH



Cameron Macauley, Trauma Rehabilitation Specialist, Center for International Stabilization, James Madison University.

Cameron Macauley is CISR's Trauma Rehabilitation Specialist. After obtaining degrees in Anthropology and Psychology, he became a Physician Assistant in 1984 and worked in Thailand and Indonesia. In 1988 he went to Guinea-Bissau as a Peace Corps worker. He also spent time in Mozambique teaching courses on trauma surgery for landmine injuries. He also he worked in an emergency relief program in Angola and a malaria control program in Brazil. He received his MPH from Boston University in 2003, and returned to Angola to run a health education program on HIV/AIDS. In 2004, he revised the CDC's Home-Based Care Manual for Mozambique. From 2005 to 2010 he was Health Education Specialist for Survivor Corps, conducting peer support training for landmine survivors in El Salvador, Bosnia, Jordan, Ethiopia, Colombia and Vietnam where he developed educational materials on recovery from psychological trauma. He joined CISR in August 2010 to lead efforts in peer support in Lebanon, Vietnam, Rwanda, Uganda and Burundi.

FOCUS GROUP FACILITATORS



Nhat Nguyen, MSW, Substance Abuse Counselor 111/Clinical Supervisor, Fairfax Community Services Board – Adult Outpatient Services, Certified Cultural and Linguistic Competence Facilitator.

Along with his family in the 1975, Mr. Nguyen arrived to USA as a Vietnam refugee. After transplanting to Virginia, he completed his undergraduate in Clinical Psychology from George Mason University. He obtained his Masters in Social Work from the Virginia Commonwealth University. He is currently working for the Fairfax County Community Services Board (CSB). He has a personal and professional passion and commitment to enhance cultural and linguistic competence throughout Fairfax County CSB. A former Vice Chair of the statewide Cultural and Linguistic Competence (CLC) Steering Committee, he continues to be actively involved with various CLC initiatives. He is a representative of Fairfax County on regional planning committee that is currently planning its 3rd annual Language Access Leadership Conference. He has completed the level 1 DBHDS CLC Facilitator training and is a member of the DBHDS CLC Facilitator Training Faculty.



Carol Obrochta, Advocate for Children and Families

Ms. Obrochta has worked with family support organizations; state and local governments; and child-serving agencies on improving outcomes for children, families, and their communities. Her work has included writing, program development, and evaluation services for agencies and organizations including MACRO International; the National Federation of Families for Children's Mental Health; The VCU School of Social Work; the Virginia Department of Behavioral Health and Developmental Services; Voices for Virginia's Children; the New Mexico Brain Injury Association; the New Mexico Department of Children, Youth, and Families; the City of Richmond; the Greater Richmond Chamber of Commerce; and the University of South Florida. Carol has served for many years as a volunteer working with refugees in the Richmond region, including assistance in educational and healthcare advocacy. She has a BA in interdisciplinary studies from VCU, with focus on family support, mass communication and non-profit management.



Cecily Rodriguez, MPA, Director, Office of Cultural and Linguistic Competence, Virginia Department of Behavioral Health and Developmental Services.

Cecily Rodriguez has been developing, implementing, and evaluating programs and services that address disparities in health and human services for more than twenty years.

In her role at the Department, she guides statewide policy development, interagency leadership, resource development, and system training on cultural competence, health equity, and language access services. Cecily is a certified Mental Health First Aid Facilitator, a member of the National Faculty for the Kaiser Permanente National Diversity Qualified Bilingual Staff Program; a Qualified Administrator for the Intercultural Development Inventory® (IDI) and a Certified Facilitator- QPR Gatekeeper Training for Suicide Prevention. Prior to this position, she directed non-profit workforce development and human service programs for farmworkers and other immigrants, this work included grant writing, fundraising, grant management, policy interpretation, lobbying, and data analysis. She has completed the Bridging the Gap - Health and Community Interpreter Training Program and was included in the U.S. Department of Labor's Limited English Proficient Peer Expert Directory. Rodriguez has a degree in political science with a minor in international relations from Virginia Commonwealth University and a Master's in Public Administration with a concentration in Organizational Development from Virginia Tech.



Eva P. Stitt, PhD, Refugee Mental Health Analyst, Virginia Department of Behavioral Health and Developmental Services

Eva Stitt has served in the public, private, and non-profit sectors here and abroad. Her research focus is counseling, community development, and diversity, and she has presented her researches in local and international conferences. Her current work focuses on refugee mental health, and access to mental health care through the development and implementation of culturally adapted interventions that address the gaps in the service continuum. Her background in public administration, education, counseling, and nursing prove useful as she develops and coordinates the refugee mental health initiative across the Commonwealth of Virginia. Dr. Stitt also teaches Public Administration at Strayer University Graduate School in Chesapeake Campus.

PANELISTS

Om P. Adhikari, President of Bhutanese Community of Greater Richmond, Virginia.



Mr. Adhikari arrived in the United States in 2010 as a refugee from Bhutan who lived in a UN based refugee camp in Nepal for over 20 years. He came alone leaving the rest of his family members in the refugee camp. His life in the refugee camp during his formative years provided him with strength, determination and wisdom to excel and help others. Schooled in an elite monastery prior to the persecution of Lhotsampas, or people from Southern Bhutan, he was trained and educated to be a leader, diplomat, and advocate in the name of peace and humanitarian values. As a trusted leader of the Bhutanese Community in Greater Richmond, a

non-profit organization with 501 (c) statuses, Mr. Adhikari, has advocated for the welfare of his community through social, civic, economic, literacy, health, and preventive activities. In the past three years, he and his group were able to deliver programs such as English as a Second Language classes, citizenship classes, learner permit classes for obtaining driving license, and stress management, among others. Currently, he works as tester in the IT department. He is also a certified Nepali interpreter in the health and school system.



Abubaker Abdelrahman, MBA, Resettlement Supervisor, Commonwealth Catholic Charities Richmond

Mr. Abdelrahman's life journey and success in the United States is a complex mixture of hard work, dedication, and luck. He grew up in Sudan with 8 brothers and 3 sisters. He completed his MBA from the University of Khartoum and got employed by the British Embassy in Sudan as Corporate Services Manager and Head of Protocol. During his employment in Sudan, he visited several IDP camps with high level foreign officials, including the refugee camps in Darfur, his home region. He was awarded the prestigious The Most Excellent Order of British Empire (MBE) medal from Queen Elizabeth for his long and distinguished service to the British interests in Sudan. Mr. Abdelrahman came to the United States with his family in 2012 and worked in various capacities including interpreter, program assistant, and case worker. His current position as resettlement supervisor allows him to oversee the resettlement of about 150 refugees annually. He is very sympathetic to refugees, especially to newcomers who need all kinds of support in order to establish their new life in a land whose culture, language, traditions, practices, lifestyles, etc may be entirely different from their own. As such, his personal experiences combined with his academic and leadership background comes handy in supervising staff, connecting with community organizations, and coordinating services for refugees.



Mohammad Ibrahim Maroof, MPH/HSM Medical Liaison, CCC Hampton Roads

As medical Liaison at the office for refugee resettlement services, Mr. Maroof's core function is to provide continuation of medical follow-up on conditions identified during the overseas medical screening process and/or conditions identified during the U.S. health screening. He works in close collaboration with the local health departments to ensure well being of refugees and their access to health care including mental health services. His position is funded by VDHONS. He completed his master's program in Public Health at Tulane University. Prior coming to the United States, Mr. Maroof used to work for the United States Agency for International Development (USAID). He is originally from Afghanistan and came with his family to the United States in 2014.

Bahar Kazimi, Teacher, New Immigrant



Ms. Bahar Kazimi studied in Peshawar, Pakistan as an immigrant student. After finishing school she taught English and computer to immigrant kids in a community center. Thereafter, she moved to Kabul Afghanistan and started working in one of US agencies as program assistant. She also worked in United Nations agency and United States agency in Afghanistan. In March 2014, Ms. Kazimi with her husband and two children moved to the United States as immigrants. She now works as a Front Desk Operator in a Hotel, harnessing her skills to live a new life with her family in the United States.

BREAKOUT SESSION PRESENTORS

Amar Bhattarai, Director of Resettlement Services, Commonwealth Catholic Charities



Amar Bhattarai rose from the ranks to become a Director of Resettlement Services at Commonwealth Catholic Charities to oversee Refugee Resettlement, Education and Immigration Services across the Commonwealth of Virginia including Richmond, Roanoke and Newport News. He moved into this role after working as interpreter, case manager, and resettlement supervisor of the refugee program of Commonwealth Catholic Charities Roanoke office. As a Director, he inspires and motivates his employees and also fosters a strong work environment. As a leader with a passion for refugee issues, Amar is part of the Refugee Dialogue and Welcoming Community initiatives in Roanoke. He had done numerous presentations along the topic of leadership, community development, and Refugee and Immigrant's successful integration to local communities. Mr. Bhattarai came to United States as a refugee from Bhutan in late 2009. He received education from a prestigious institution in India, and thereafter worked in various capacities including operating manager of a non-profit organization prior to his life in America.

There, he was immersed in advocacy work and learned hands-on community-based approach to a successful program integration and management.



Laxman Chamlagai, Medical Liaison, Commonwealth Catholic Charities Richmond, Certified Medical Interpreter

Laxman was born and grew up in the Southern belt of Bhutan, a small South Asian country, with eight other siblings in the family. He left Bhutan at age 8 with the rest of the family when the minority Hindus of Nepalese origin were expelled out of the country by the Government of Bhutan in late 1980s and early 1990s. Including Laxman's family, many of Nepalese origin Bhutanese citizens became the victims of discrimination and fled to refugee camps in Eastern Nepal where they spent over 18 years of their lives. Poverty and lack of

resources however, did not deter him to pursue higher education and earn Bachelors of Science degree from IGNOU University in Jalpaiguri, India. In 2009, he was resettled in Hampton Roads through the Refugee and Immigration Services. Currently, Laxman works as a Medical Liaison for Commonwealth Catholic Charities Refugee Resettlement Program. Prior to this, he worked as caseworker at Church World Service Immigration and Refugee Program in Hampton Roads. He is a certified Youth Mental Health First Aid Instructor, certified Nepali/English interpreter in health and social service settings, co-author of Community Mental Health Awareness Training Guide, and a member of Greater Richmond Refugee Mental Health Council (GRRMHC). He continues to serve his community as English as a Second Language (ESL) coordinator, resource person, and community leader.

Chandra B. Chhetri, Case Worker, Church World Service Richmond



Chandra was born and brought up in a traditional Nepali way of life, just the way generations of migrant Nepalese carried out their culture and traditions when they resettled in South Bhutan for over 80 years. However, due to political reasons, he and his family, and thousands of other Nepali-speaking Bhutanese, were forced to leave Bhutan in 1990 to live in a refugee camp in Nepal for 18 years. Despite the challenges, he graduated from Tribhuvan University in Nepal. Prior to resettlement in the United States, he worked as a school teacher for 14 years. In 2008, he was resettled as a refugee, along with his family, through refugee and immigration services. Currently, Chandra works as a case worker for Church World Service (CWS) Refugee and Immigration Program. He is also a certified Mental Health First Aid Instructor and co-author of Community Mental Health Awareness Training Guide. He continues to give back to his community as English as a Second Language Instructor, Citizenship Instructor, program organizer, and community leaders.



Heidi Gordon, Adult Education Teacher, Charlottesville City Schools and International Rescue Committee

Heidi Gordon is employed by the Charlottesville City Schools Adult Learning Center. Since 2002, she has been on a subcontract to the International Rescue Committee, a refugee resettlement agency in the area, where she is responsible for the creation and the implementation of the English language curriculum for all of the IRC's newly arrived refugee clients and conducts monthly trainings for the IRC's volunteer English tutors. She also administers placement tests and helps IRC clients transfer into English or GED classes. Heidi grew up in the US and the UK, the daughter of Swiss immigrants. She has always been aware of the power of language and the assumptions made of a speaker's national origin, social class, level of education, intelligence, and character. Having lived and worked in other countries, she is sensitive to those who are starting a new life in the US. Before moving to Charlottesville, Heidi spent 12 years in Nagoya, Japan as a university lecturer. She also taught

English in Malaysia and Mexico and was a Peace Corps volunteer in the Philippines. She holds a B.S. in Animal Science degree from the Pennsylvania State University and did her master's work in teaching at the School for International Training.



Rosemary Rodriguez, CHI, Director, Interpreter Services/Training, Central Virginia Interpreter Services

As the Director for Central Virginia Interpreter Services, Rosemary is responsible for insuring the competent training of bilingual candidates as well as the strategies, policies and practices of the Interpreter Services Department with over 10 years of experience in the industry; she is the Richmond facilitator of the 40-hour Northern Virginia AHEC, Interpreting in Health and Community Settings curriculum. She also serves as the Virginia Chapter Chair for the IMIA – International Medical Interpreter Association. She is involved and serves with the Virginia Medical Interpreter Collaborative a statewide team whose goal is to develop best practices in the field of Medical Interpreting and to ensure the safest and highest quality healthcare to the LEP community.

VIRGINIA REFUGEE MENTAL HEALTH COUNCILS OR THE VIRGINIA REFUGEE MENTAL HEALTH REFERRAL SYSTEM

The local mental health councils were created to identify and implement strategies that build capacity for behavioral health services for refugees, provide input for policy and programming at the state and local levels, and work towards eliminating disparities for refugees in the system.

The local councils have two primary focus areas: 1). to support a seamless process for mental health screenings and referrals between area health departments and area behavioral health providers, and 2). to support the development and implementation of culturally adapted mental health interventions that address gaps in the service continuum for refugees.

In some communities, only the referral system operates. This involves the participation of local partners such as the health department, community services board, resettlement agency, or private support partners.

Charlottesville

Refugee Mental Health Referral System and Support Partners: International Rescue Committee and University of Virginia International Family Clinic.

Fredericksburg

Refugee Mental Health Council Members and Support Partners: Bhutanese Organization of Fredericksburg, Catholic Charities Diocese of Arlington, Family Service of Fredericksburg, Fredericksburg-Rappahannock Area Community Services Board, Mary Washington Health Care, Mental Health America of Fredericksburg, Rappahannock Community Health Center

Vision: That all refugees maybe inspired to find a life of health and hope

Mission: To serve with compassion and provide support to strengthen the lives of Fredericksburg Area refugee families.

Values:

1. Persevere to be our brother's keeper and value services as well as openness to the people of our community
2. Demonstrate empathy and compassion through family values which include hope, strength, and caring
3. Develop resilience to strengthen individuals, families, and communities
4. Demonstrate acts of charity, generosity, and giving to those who are in need
5. Create a network of support among agencies and organizations that serve refugees

Greater Richmond

Refugee Mental Health Council Members and Support Partners: Bhutanese Organization of Greater Richmond, Church World Service, Commonwealth Catholic Charities, Bon Secours Regional Medical Center, International Foundation for Psycho-Social Wellness, Virginia Commonwealth University School of Social Work

Vision: All newcomers will be happy and healthy.

Mission: To make the social integration process a positive experience for newcomers and the community.

Values: Richmond rises up to assist newcomers and the community live happy and healthy lives by demonstrating: courage, sharing of the heart, inspiration, support for each other, coming together, promoting understanding, and creative problem solving.

Hampton Roads

Refugee Mental Health Council Members and Support Partners: Bhutanese Organization of Hampton Roads, Sudanese Refugee Group, Center for Child and Family Services,

Commonwealth Catholic Charities, Hampton Health Department, Hampton-Newport News Community Services Board, Peninsula Health Department

Harrisonburg

Refugee Mental Health Referral System and Support Partners: Church World Service, Harrisonburg Healthy Community Council, Harrisonburg Health Department, Harrisonburg-Rockingham Community Services Board, Harrisonburg Community Health Center

Roanoke

Refugee Mental Health Council Members and Support Partners: Bhutanese Organization of Roanoke, Blue Ridge Behavioral Healthcare, Carillion Psychiatry Clinic, Commonwealth Catholic Charities, Family Services of Roanoke Valley, LewisGale Respond, Mental Health America of Roanoke Valley, New Horizons Health Care, Roanoke City Health Department

Vision: Every refugee's basic needs, i.e. food, shelter, clothing, physical and mental health, are met now, here in Roanoke.

Mission: Provide advocacy for and guidance to the refugee community and service providers in order to access/obtain culturally appropriate mental health services.

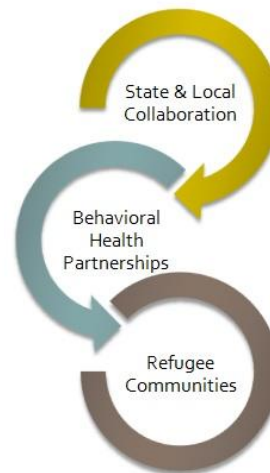
Values: We value the dignity of all individuals involved in the process, both receiving and providing services, by meeting people where they are, and offering support to help them reach their goals and full potential. We promote respect, dignity, acceptance, and hope.

TABLES/BOOTH PARTICIPANTS

1. Mary Washington Healthcare
2. Bhutanese Community of Greater Richmond
3. Charlottesville City Schools Adult Learning Center and International Rescue Committee English as a Second Language Program
4. Northern Virginia Family Services
5. Commonwealth Catholic Charities Roanoke
6. Mental Health First Aid
7. Virginia Organization of Consumers Advocating Leadership
8. Harrisonburg Community Partnerships
9. Cultural Navigator Qualification Program and Culture and Language Competence Program
10. Virginia Healing Partnership

SPECIAL THANKS TO OUR SUMMIT VOLUNTEERS

- Laxman Chamlagai
- Angelica Colagreco
- Bhim Dahal
- Robert Haakmeester
- Hyojin Im
- Pamela Thorpe
- Jennifer Thomasson



For more information visit our website at

www.dbhds.virginia.gov/professionals-and-service-providers/oclc/focus-areas/refugee-mh

or email us at

OCLC@DBHDS.VIRGINIA.GOV